



**Mitel 3300
5312 IP Training Guide**

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The Mitel 5312 Handset

The Mitel 5312 handset is a full feature dual port telephone that provides communication over an IP network.

The Personal Key on the bottom left is always your Prime Line (your Extn); the remaining keys can be programmed with Features, Speed or Line Appearances.



- ① Display
- ② Ring/Message Indicator
- ③ Volume, Speaker, and Mute Controls
- ④ Fixed-Function Keys
- ⑤ Key Pad
- ⑥ Personal Keys
- ⑦ Speaker
- ⑧ Handset

-  SPEAKER
-  MUTE
-  SUPERKEY
-  CANCEL
-  REDIAL
-  HOLD
-  TRANSFER / CONFERENCE


Mitel 5312 Menu Options:-





Select options in the screen
Use the key pad *, 0, #

EXAMPLE: * = Yes, 0 = Default , # = No

Find your Extension Name & Number:-

- Press the Menu / Superkey  (MENU).
- Press the bottom left hand side key which is the Prime line Key the display will show the Extension number.


Volume:-

-  (Up) &  (Down)
- Ringing – Press arrows repeatedly to change the volume whilst ringing
 - Handset Receiver - Press arrows repeatedly to change the volume whilst on a call
 - Hands free - Press arrows repeatedly to change the volume whilst on a call

Contrast

-  (Up) &  (Down)
- Contrast - Press arrows repeatedly whilst the phone is in idle state

Pitch:-

- 
- Press the Super/menu Key
 - Press # = No until Ringer Adjust is Displayed
 - Press * = Yes, twice
 - Press the arrow up or down - until the pitch is correct
 - Press the Super/Menu Key or # to Save

Super / Menu Key



The Menu / Super Key has 6 Options:-

- Phone Book –All Extensions and outside numbers
- Advisory Message – (If programmed shows caller why you are unavailable)
- Call Forward – Forwarding options to divert your handset
- Personal Keys – Program keys
- Ringer Adjust – Change the Pitch and Volume.
- Language – English, French or Italian.

Call Handling:-



To Answer a Call

- Lift Handset  (Private Call)
- Press the flashing prime line Key (Hands free or Headset)

To Make a Call

- Lift Handset for a private call or leave the handset down for a hands free call
- Dial the extension number or 9 for an outside line and the number


End the Call

- Hang up the Handset
- Press Cancel  (Hands free or Headset)
- Press the Speaker Key  (Hands free or Headset)

To Hold A Call

The caller listens to comfort tones

If you forget about your call on hold it will recall after a set period (30 secs default).



- Press Hold 
- You can replace the handset if you wish.

Retrieve Held Call


- To retrieve the call press the key that will be flashing.

Mute a Call

The caller will get silence you can hear the caller.

- Press  disables the microphone
- Solid orange light caller cannot hear
- Press  again to go back to the caller


To Transfer a Call

- Press Trans/Conf 
- Dial the number
- Announce the Call or Not
- Hang up the handset


To Cancel a Transfer

- Press Cancel 



Transfer to Voicemail

- Press Trans/Conf 
- Enter the Voicemail Extension Number 500 & *#
- Enter the mailbox number (Extension number)
- Hang up

Transfer to the Phone book

- Press Transfer
- Press Phonebook (follow the instructions for the phone book)
- To cancel the transfer press the cancel 

Conference Calls (5 to 8 people, internal or external)


- With a caller on one line
- Press Trans/Conf 
- Dial the next caller
- Wait to speak to them
- To join the conference press the Trans/Conf button twice 
- Repeat to add more to the conference.

Pickup




Ability to pick up a ringing extension within your group (Programmed by Engineer)

- Lift your handset
- Press the Pickup Key



Redial

- Press Redial  to dial the last external number you rang.


Phonebook

- Press the  (MENU).
- Phonebook
- Press * = Yes
- Enter approx 3 letters of the Name using your keypad
-  Lookup 
- - * = Left to Correct.
 - 0 = Look up
 - # = Spare
- Shows Name in screen
 - * = Call (Rings)
 - 0 = Next (to see another entry with same/similar name)
 - # = Retry (Start search again)

Messaging - Call-back

- Leave a call-back message when you reach a busy or unanswered extension
- Press the message Key 
- Hang up or Cancel 
- Initiates a flashing message light on their handset.

Responding to a Call back Message

- Press the flashing message Key 
- Shows Callers ID
- * = Erase or # = Call



Call Forwarding – (Divert) A manual fwd over-rides a System Forward.

Forwarding options:-

- ☐ Always - Immediate without ringing.
- ☐ B-Int - Re-directs internal calls if busy.
- ☐ B-Ext- Re-directs external call if busy
- ☐ NA-Int - Re-directs internal call after set amount of rings
- ☐ NA-Ext - Re-directs external call after set amount of rings

Set a Forward:-

- Press the Menu/Super Key
- Press # until Call Forwarding appears
- Press * to select the fwd
- Press # until type of call forward that you want to set up appears
- Press * = Review
- Press * = Change
- Press * = Program
- Dial the destination number (don't forget 9 if its an outside number)
- Press The Volume down arrow/Save Soft key (you need to turn it on)
- Press * = Change
- Press # = turn on.
- Press Cancel twice ⊗ (to hang up)

Disable the Forwarding

- Press the Menu/Super Key
- Press # = No until call Forwarding appears
- Press * = Yes
- Press * = Review keep pressing # to view the fwd you want to change.
- Press * = Change
- Press # = Turn off.

To Re-use a Forward:-

- Press the Setting/Super Key
- Press # = No until Call Forwarding appears
- Press * = Yes to select the fwd
- Press # = Next until type of call forward that you want to set up appears
- Press * = Review soft key
- Press * = Change soft key (Shows what's already stored)
- Press # = turn on.
- Press Cancel twice ⊗ (to hang up)

Forward Feature Key

- Toggles Forward Always (immediate) on and off
(Remembers last number used)



Programming a Speed Call



- Super/Menu Key
- Press # = No until Personal keys? appears
- Press * = Yes
- Press the key you wish to program on
- Press * = Change
- Dial the number (don't forget to add a 9 for an outside number)
- Press the key you are programming again
- Press * = Priv (to make it Private)
- Press # = Save (to Keep the number visible)
- Press Super/Menu Key



Voicemail

Initiating your mailbox.

- Dial the access code:- 500
- Enter your passcode:- 1111
- A voice guide will prompt you to set up your mailbox with:-
- A new passcode – (4 digits)
- Recording your name as you liked to be address
- Recording your greeting
- You will get the opportunity to listen and delete and re-record if necessary.

Pickup up your Messages

- Press your flashing message key
- Press # = Call
- The voicemail will greet you, you will hear your name, in your voice and be prompted to enter your passcode
- The voicemail will tell you how many messages you have.
- Options 7 to Play, 6 New Msg, 8 User Options, 9 Exit and 0 for the Operator

- Press 7 to play the message (time of receipt)
- 7 to play again
- 2 to Answer (return the call, leaving the message)
- 3 to Discard
- 4 to Give (Forward to another mailbox)
- 5 to Keep
- 6 to Play Envelope (when the message arrived and from whom)
- 8 next Message (skip)

Pickup a message remotely

- Dial your ddi number or a given ddi number
- Press * *
- Enter your mailbox number
- Enter your passcode

Pickup a message from another handset

- Dial the voicemail number 500
- Press * **
- Enter your mailbox number
- Enter your passcode

Changing Your Greeting (Make sure that you exit using 9 to apply the changes)

- Dial the voicemail number 500
- Enter your passcode
- User Option 8
- Option 4 – Record the Greeting #
- Option 5 – to listen
- Option 9 – Changes will now be applied.

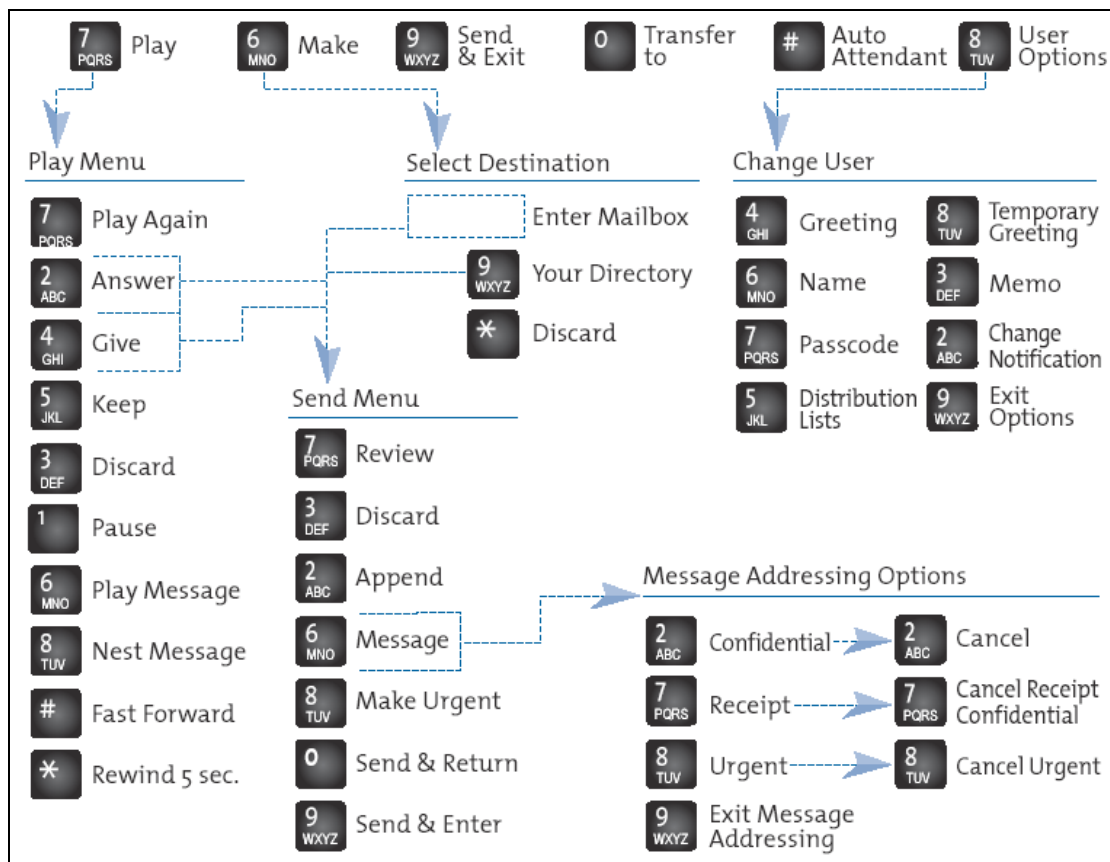
Changing Your Passcode

- Periodically change your passcode and using 4 digits for security
- Dial the voicemail number 500
- Enter your passcode
- User Option 8
- Option 7 – Enter your new Passcode
- To Confirm - Enter the new passcode again

Temporary Greeting

- Set up a greeting with an expiry time to go back to the everyday greeting
- Dial the voicemail number 500
- Enter your passcode
- Press 8 for User Options
- Press 8 for Change temporary Greeting
- Enter the number of days to use the temporary greeting
- If the temporary greeting is for 1 day only press 1
- Option given to record greeting
- If greeting already recorded option to Listen, Re-record or Disable.

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